

New Hire Training Plan

Rhode Island Department of Human Services

Attachment for FNS Corrective Action Plan



Purpose: The Department of Human Services (DHS) has hired 17 out of 19 time limited Eligibility Technicians. In addition, another 25 full time Eligibility Technicians will be hired in the month of February. The purpose of the training is to provide new employees training that will focus on program policy for SNAP, RIW, GPA, and MAGI and practical hands on experience in the eligibility system.

Training staff: The department's Staff Development Unit (SDU) facilitates all trainings. This unit consists of five team members one Assistant Administrator and four clinical trainers. These members hold over thirty years of experience within the department. In addition, Deloitte will provide a trainer that specializes on the integrated eligibility system to help facilitate hands on application of the system.

Training goal: The goal of the training is to provide new hires with basic understanding of DHS programs by reviewing program policy, specifically for SNAP, RIW, GPA, and MAGI, and practical application in the unified integrated system, which will include, but not limited to:

- Eligibility requirements for each program mentioned above
- Income guidelines and calculations
- Complete an application for each DHS program in the integrated eligibility system

Training materials: The following training materials will be provided to all training participants.

- The Flash Binder, which contains quick reference screens and information about the integrated eligibility system.
- Power point slides for each training
- Job aide handouts
- Glossary of terms
- MART forms (GPA)
- AP-175 (GPA)
- SNAP Desk Guides
- Relevant SNAP policy
- Flash Binder
- Food Pantry Resource List
- Soup Kitchen Resource List

Training hours: The total training hours for all new hires will total 35 hours, one week training.

Training Outlines

Title	SNAP Policy and System Training
Timeframe	7 Hours
Audience Composition	New Hires
Goal	Gain a basic understanding of the SNAP program policy and apply this understanding to RIBridges.
Learning Objective(s)	<ul style="list-style-type: none"> • Gain familiarity with RIBridges system • Understand how household composition, citizenship, age and relationship apply to SNAP eligibility • Identify potential eligibility for SNAP • Identify potential eligibility for expedited service • Enhance understanding of SNAP policy • Complete a SNAP application in RIBridges
Methods (detailed in Activities section on Page 2 of this handout)	<ul style="list-style-type: none"> • Policy overview with group discussion to include question and answer period • Hands on RIBridges • Knowledge Check
Handouts/Resources	<ul style="list-style-type: none"> • SNAP Desk Guides • Relevant SNAP policy • Flash Binder • Food Pantry Resource List • Soup Kitchen Resource List
Materials/Equipment/Room Setup	<ul style="list-style-type: none"> • Pens • Notebooks • White Board • Computer Lab

<p>Discussion or Activity #1</p> <p>Purpose:</p> <p>Timeframe:</p>	<ul style="list-style-type: none"> • SNAP policy discussion with applicable policy handouts • Question and answer period
<p>Discussion or Activity #2</p> <p>Purpose:</p> <p>Timeframe:</p>	<ul style="list-style-type: none"> • Hands-on system training to include completing SNAP applications
<p>Discussion or Activity #3</p> <p>Purpose:</p> <p>Timeframe:</p>	
<p>Discussion or Activity #4</p> <p>Purpose:</p> <p>Timeframe:</p>	

Title	RI Works Program Policy and System Training (Facilitated by SDU and Deloitte)
Timeframe	9am-4pm
Audience Composition	Eligibility Technicians
Goal	Increase awareness and understanding of eligibility and case management requirements for RI Works and how to convert this information into RI BRIDGES
Learning Objective(s)	<ul style="list-style-type: none"> • Provide a program and policy overview • Review application process for preparation into RI BRIDGES system • Identify potential eligibility for other DHS Programs • Obtain a clear understanding of the relationship between ET and SCW handoffs
Methods (detailed in Activities section on Page 2 of this handout)	<ul style="list-style-type: none"> • RIW Overview PowerPoint • DHS 2/RIBRIDGES application overview • Case Scenarios • Presentation/Report back • Observation/Discussion
Handouts/Resources	<ul style="list-style-type: none"> • Job aide handouts • PowerPoint • Glossary of terms • Resources Sheet
Materials/Equipment/ Room Setup	<ul style="list-style-type: none"> • Work stations • Flip Chart • Markers • Tables for group breakout sessions

<p>Discussion or Activity #1</p> <p>Purpose: <i>Outline eligibility & service requirements for RIW</i></p>	<p>Opening Remarks/Introductions RIW Program Overview and Discussion</p> <ul style="list-style-type: none"> • DHS 2 Application Walk through <ul style="list-style-type: none"> - Family Comp/Filing Unit - Non-financial requirements - Cooperation requirements - Minor parent/pregnant minor requirements - Resources - Income (Earned/Unearned) - Standards of Assistance
<p>Discussion or Activity #2</p> <p>Purpose: <i>Create opportunity for further learning of RIW by demonstrating end to end RIW process</i></p>	<p>Case Scenarios</p> <ul style="list-style-type: none"> • Provide observation sheet • Debrief using observation form
<p>Discussion or Activity #3</p> <p>Purpose: <i>Analyze & Apply Policy/Program requirements via RI Bridges process demonstration</i></p>	<p>Use case examples to review core functionality of RIBridges as it pertains to RI Works Program Policy</p>
<p>Discussion or Activity #4</p> <p>Purpose: <i>Describe system processes considerations</i></p>	<p>Report out</p> <ul style="list-style-type: none"> • Challenges/Questions/Concerns • Wrap Up

Title	GPA w/System Training
Timeframe	9:00 a.m.-4:00 p.m.
Audience Composition	New Hire ET's
Goal	Will develop a basic understanding of the eligibility requirements for GPA and determine eligibility within the RI Bridges System.
Learning Objective(s)	<ul style="list-style-type: none"> • Will gain a basic understanding of the GPA policy • Will be able to identify the eligibility requirements for GPA. • Will know the difference between GPA cash, GPA burial, Bridge and Hardship. • Will complete data collection and determine eligibility in the practice environment.
Methods (detailed in Activities section on Page 2 of this handout)	<ul style="list-style-type: none"> • GPA policy overview with PowerPoint presentation. • Enter practice cases in the training environment. • Q and A
Handouts/Resources	PowerPoint Presentation Relevant Bridges Flashes MART forms AP-175
Materials/Equipment/Room Setup	Projector Lab/Classroom. RI Bridges training environment Computer stations

Discussion or Activity #1	(3 Hours)
Purpose:	Provide GPA policy overview through PowerPoint presentation. Offer opportunity for discussion and provide case scenarios.
Basic understanding of the eligibility Requirements for MAGI Medicaid.	Q & A

<p>Discussion or Activity #2</p> <p>Purpose:</p> <p>Ability to complete data collection and determine eligibility for MAGI Medicaid.</p>	<p>(3Hours)</p> <p>Overview of data collection</p> <p>Complete sample case in the training environment.</p>
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Title	MAGI Medical Practicum
Timeframe	3:00 hours
Audience Composition	New Hires
Goal	Increase understanding of MAGI medical through application to case scenarios
Learning Objective(s)	<ul style="list-style-type: none"> • Guide customers through the enrollment process for medical coverage • Identify potential eligibility for MAGI Medical and other programs • Enhance interview techniques to increase customer satisfaction and understanding of medical
Methods (detailed in Activities section on Page 2 of this handout)	<ul style="list-style-type: none"> • DHS 2 application overview • Case Scenarios • Presentation/Report back • YouTube video on customer service
Handouts/Resources	<ul style="list-style-type: none"> • Job aide handout (includes policy and interview questions) • DHS-2 Draft Application • Glossary of terms • Verification matrix • DHS Organizational Chart • Observation handout • Community Resource Information
Materials/Equipment/Room Setup	<ul style="list-style-type: none"> • 6 tablets and a hotspot • Flip chart paper and markers • Projector and laptop • Prizes • Room set up in tables for small groups (6 per table)

<p>Discussion or Activity #1</p> <p>Purpose: <i>Describe program and eligibility requirements</i></p> <p>Timeframe: 45 Minutes*</p>	<p>MAGI Medical Program Overview and Discussion</p> <ul style="list-style-type: none"> • Icebreaker: Audience Survey Using Clickers or Text Responses • DHS-2 Application Walk-through including: <ul style="list-style-type: none"> - Income, assets, expenses and qualifications - Policy
<p>Discussion or Activity #2</p> <p>Purpose: <i>Apply policy and program eligibility criteria to different case scenarios</i></p> <p>Timeframe: 60 Minutes*</p>	<p>Case Scenario Group Activity (suggested)</p> <ul style="list-style-type: none"> • Elderly (over income and in flux) • Tax filer vs. non-tax filer • Pregnant –undocumented women /legal status • Parent caretaker • Child in common-not married • Mom with 18 year old and other children • Non-custodial parent (claims child)
<p>Discussion or Activity #3</p> <p>Purpose: <i>Teach back to share findings with peers and cement understanding of eligibility decisions</i></p> <p>Timeframe: 30 Minutes*</p>	<p>Group Presentations/Report Out</p> <ul style="list-style-type: none"> • Assigned scenario details • Eligibility criteria • Eligibility determination • Challenges/questions
<p>Discussion or Activity #4</p> <p>Purpose: <i>Review excellent interviewing techniques and customer service</i></p> <p>Timeframe: 30 Minutes*</p>	<p>Customer service video presentation and observation</p> <ul style="list-style-type: none"> • Show YouTube video depicting an excellent example of interviewing techniques in human services • Provide participant observation form • Debrief video using observation form to guide discussion • Announce future training plans on customer services

*Assumes 15-minute break for participants